

Policy 235.53**Formula Warehouse Process****Introduction**

There are times when a special WIC eligible formula is not available from a special purpose vendor in the local agency service area. In these situations, a specific process must be followed to obtain the formula for the participant. This process is called the Formula Warehouse Process.

Formula Warehouse Process

Follow the steps below for the Formula Warehouse Process.

Step	Action
1	Contact your State WIC Nutrition Consultant who will help determine whether the product is available.
2	Once determined that the product is available, the State WIC staff will contact the CPA. At that time, create the appropriate food package and issue the benefits to the eWIC card. The State office will generate an authorization code that the vendor will use to ensure payment. Be prepared to provide the State office staff with the participant's FID, name and PAN. Note: If State WIC staff is not immediately available, benefits can be issued, however the participant must be instructed to not purchase the product until the State office contacts the local agency.
3	The State WIC office will contact the "Formula Warehouse" vendor to place the formula order. The State office will contact the CPA to inform them that the product has been ordered. Note: Document in the care plan the product has been ordered and when it is expected to arrive.
4	The "Formula Warehouse" vendor will order the formula and will ship it to the local agency.
5	Once the local agency receives the formula, notify the participant that the formula is ready to be picked up at the local agency.
6	Once the participant picks up the formula, document in the care plan the participant has received the formula.

Formula changes

Notify your nutrition consultant if the participant is no longer in need of the ordered formula.

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